



SOCIAL SECURITY
Office of Hearings Operations

MAR 27 2018

Jacquelyn B. N'Jai
7801 Lloyd Ave #116
Swissvale, PA 15218-1944

Dear Ms. N'Jai:

The Office of the Chief Administrative Law Judge (OCALJ) received your undated letter, post-marked on January 27, 2018. Please excuse this delay in response to your inquiry. You are reporting quality of service delivery issues in the Social Security Field Office located in Monroeville, PA. Specifically, you are dissatisfied with the behavior of a SSA employee towards you and your concerns about planning for your retirement. You are submitting several resolutions to resolve these matters, and you would like another SSA field office to handle your concerns on your SSA account. You are requesting a hearing before an administrative law judge (ALJ). Additionally, you are requesting a response to your FOIA request(s) and bona fide corrections to your earnings record.

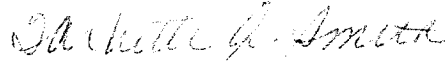
We sincerely regret any difficulty you may have encountered. We reviewed your concerns and we looked further into our records. We determined you currently have no case that is pending adjudication at the hearing office level before an ALJ. Our office does not have jurisdiction to address your concerns about the quality of service delivery and employee behavior at the Monroeville SSA Field Office. We note the Monroeville SSA field office addressed a letter to you on February 28, 2018 concerning a review of your earnings record. Pursuant to your request for corrections to your earnings record, that office provided you information on how to file a hearing before an administrative law judge. However, we are referring your letter to the Philadelphia Region, Social Security Office of the Regional Commissioner (ORC), Regional Public Affairs Office (RPAO) to review your concerns about the Monroeville field office quality of service delivery as well as your request to change the jurisdiction of your SSA records to another SSA field office. The contact information for that office is:

**Social Security Administration
Office of the Regional Commissioner
Philadelphia Regional Office
Attention: RPAO
300 Spring Garden St., 7th Floor
Philadelphia, PA 19123**

I hope this information is helpful to you.

If you have additional questions or concerns, feel free to contact the office shown above for further assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Barbette A. Smith".

Barbette A. Smith, Director
Division of Administrative Support

cc: Philadelphia Region, ORC, RPAO